



Glass Consultation Committee Minutes

May 21, 2026

10:00 a.m. to 11:00 a.m.

Committee Attendance:

- Gord Froese, MPI
 - Sandra Lawless, MPI
 - Waldemar Koos, MPI
 - Chris Luky, MPI
 - Denis Cloutier, ATA
 - Vern Sisson, Industry
 - JM Champagne, Industry – Virtual
 - Lynsey Beer, MMDA – Virtual
 - Pierre Debreuil, Industry - Virtual
 - Rob Boyce, ATA - Virtual
-

Recent System Enhancements in MCG

- After a Request Replacement Approval is submitted, the button will display **Pending** to indicate the request has been sent to MPI and is in progress.
- The maximum number of attachments that can be uploaded at once has increased from five to 10 files.
- Attachments now display visual thumbnails for image and -PDF files instead of generic icons.
- The policy vehicle identification number (VIN) is now visible to shops under the **Additional Information** section.
- The license plate number is now visible on:
 - The main page, under **Revisions and Most Recent Open Claims**.
 - The **Claim Details** page, at the top of the claim.

Outstanding System Enhancements in MCG

- July 2026
 - Updated formatting for assignment notification emails sent to shops.
 - Mandatory part number selection when adding a global part line has been removed.
- September 2026
 - Ability to reject a claim directly within Mitchell Cloud Glass (MCG), instead of emailing the Glass Audit Unit (GAU) via gau@mpi.mb.ca to have the claim removed from the shop list.
 - When opening a claim and selecting damage as **Unknown**, a mandatory note will be required.
 - Increased buttons size for functions such as **Request Replacement Approval** on the claim page.
- No Release Date Currently Scheduled
 - Reduction of manual glass claims: In progress (divided into 12 phases).
 - Smartphone interface enhancement: In progress; no estimated completion date is currently available due to MCG's scope of enhancement.



Estimating Standard Update

- A draft version of the [Windshield Replacement Glass Estimating Standard](#) has been completed by MPI. The update includes revisions to the **Procedure Eligible Replacements – Manual Glass Claims** section to reduce processing delays.
- An updated version will be sent to the glass committee members to review and provide feedback.

Repair vs. Replace Program

- The program launched on November 19, 2025, and recently reached its six-month milestone. Additional information will be provided at the next glass.
- MPI continues to meet the two-hour timeline for reviewing replacement request submissions.
- The denial rate is currently approximately 1.1%.
- Repair facilities have expressed concerns regarding the administrative burden associated with photo requirements and the perceived limited benefits of the program.
 - Maintaining photos on file is an industry standard used to confirm damage.
 - MPI validates the reported peril and ensures the loss is insurable.

Roundtable Items

- VIN decoding inaccuracies have been identified within MCG. When MPI becomes aware of these issues, examples are provided to Mitchell to review and correct.
- Discussion took place regarding repairs involving multiple chips exceeding the initial two chips covered under the standard \$100 repair fee.
 - Concerns were raised that shops are not consistently adding additional line items within MCG to capture the \$20 fee applicable for each additional chip.
 - It was noted that the current \$20 fee may not adequately reflect the labour, time, and materials required to repair multiple chips.
- Discussion occurred regarding whether an increased number of OEM restrictions are impacting a shop's ability to complete vehicle calibrations. It was determined that the number of restrictions is not significantly higher than previously reported.
- Delays in SRE approvals exceeding 24 hours have been reported, and MPI will investigate.
- It was clarified that shops are not in breach of the Light Vehicle Accreditation Application (LVAA) for refusing paper claims, as shops may choose whether or not to accept specific work.
- Concerns were raised about the increasing investigative responsibilities placed on shops to assess vehicle damage and validate claimant accounts.
 - It was discussed that when submitted images appear consistent with the reported loss, the Glass typically contacts the customer directly to obtain additional information.
 - MPI relies on shops to identify situations where the reported circumstances and observed damage do not align, allowing MPI to conduct further investigation when required.



Action Items

MPI

- Provide an update on **Glass Only Repair First** program data from the first six months at the next meeting.
- Distribute the updated **Windshield Replacement** estimating standards for review.
- Review **SRE Approval** timelines

Next Meeting

- TBD
- Please forward any topics you would like to see on the next agenda to Sandra.

The meeting was adjourned at 11:00 a.m.

May 21, 2026

Glass Committee



MANITOBA
PUBLIC INSURANCE



Agenda

Agenda:

- Mitchell Cloud Glass recent updates
- Mitchell Cloud Glass outstanding updates
- Estimating Standard Update





Completed MCG Updates

Update April 11, 2026

- After a Request Replacement Approval has been submitted, the button will show *Pending* to indicate the request has been sent to MPI and is in progress.
- Increase to the number of attachments that can be uploaded at once from five files to 10.
- Attachments now display as visual thumbnails (for images and PDFs) instead of generic icons.
- The policy VIN will now be visible to shops under the *Additional Information* section.
- The license plate number will be visible on:
 - The main page, under Revisions and Most Recent Open Claims
 - The Claim Details page, at the top of the claim





Current MCG Enhancement Requests

Submitted and working with Mitchell for the following enhancement requests in MCG

- July 2026
 - Assignment shop notification email formatting updated
 - Part number needing to be selected when adding a global part line
- September 2026
 - Ability to reject a claim in MCG opposed to emailing GAU to get removed from shop list
 - When opening a claim and selecting damage as “Unknown”, a mandatory note will need to be provided
 - Buttons enlarged for “Request Replacement Approval” etc, on the claim page





Current MCG Enhancement Requests

Submitted and working with Mitchell for the following enhancement requests in MCG

- No release date yet but currently still working on
 - Reduction of manual glass claims - In progress (Divided into 12 parts)
 - Smartphone Interface – In progress no ETA as this is a bigger enhancement for MCG





Glass Estimating Standard Update

Windshield Replacement

- Procedure Eligible Replacements for Manual Glass Claims
 - Previously stated that we needed photos before releasing the glass authorization
 - Update to send out the glass authorization with a note that replacement is not approved and how to request an approval
 - Will send the modified version for review to committee members for a review





Round Table

